## REMARKS

Claims 1 - 15 and 28 are pending in the application. Claims 1 - 15 and 28 have been rejected. Claims 29 – 31 have been added.

Claims 1, 2, and 6 - 15 stand rejected over Barry et al., U.S. Patent No. 6,615,258 (Barry). Claims 3, 4 and 28 stand rejected over Barry in view of Conner et al., U.S. Patent No. 6,816,882 (Conner). Claim 5 stands rejected over Barry in view of Shaw et al., U.S. Patent No. 6,243,451 (Shah).

In general, the present invention relates to a remote services architecture in which one or more service modules are segmented from a remote services infrastructure. By segmenting the service modules, data can be shared across various service modules (See e.g., Wookey application, Page 10, lines 14, 15.) Additionally, segmenting the service modules from the infrastructure enables services to be created in a standardized manner, ultimately providing greater value to the customer. (See e.g., Wookey application, Page 10, lines 24 – 26.)

More specifically, the present invention, as set forth by independent claim 1, relates to a remote services architecture which includes a remote services infrastructure wherein the infrastructure controls remote service delivery and provides remote services data management, and a service module which interacts with the remote services infrastructure to provide a specific service. The service module is segmented from the remote services infrastructure.

Additionally, the present invention, as set forth by independent claim 28, relates to a remote services architecture which includes a remote services infrastructure and a plurality of service modules where the infrastructure controls remote service delivery and providing remote services data management and the plurality of service modules interact with the remote services infrastructure to provide a specific service, the plurality of service modules being segmented from the remote services infrastructure. The plurality of service modules include an administration and notification interface module, the administration and notification interface module allowing a customer and a service provider to control the remote services infrastructure, an installation, registration and change management module, the installation, registration and change management module supporting the remote services infrastructure and any other service

modules deployed on top of the infrastructure, and an integration into system management platforms module, the integration into system management platforms module providing an integration point to a systems management platform.

In the Final Office action, the Examiner has set forth:

> For example, Barry discloses several client applications, or modules, each module responsible for delivering a remote service [column 4 «lines 3-10»]. The modules are integrated into an interface on the client workstation that enable a user to request the remote services from a single location [column 3 «line 64» to column 4 «line2»]. A user is able to access the remote service through the modules because they interact with a remote services infrastructure that provides delivery and management of the remote services [Figure 1 | Figure 7 | column 16 «lines 23-32» where : in Figure 1, tier 1 represents the client application, tier 2 represents the remote services infrastructure]. Barry's client application is clearly segmented from the remote services infrastructure; the client application, or module, is located on the client computer, while the middle tier infrastructure is not [see Figure 1, the tiers are segmented, or separated, from one another & Figure 7]. The middle tier governs user interactions with the remote services as well as acting as a mediator between the client application and the back-end remote services [column 4 «lines 15-20» | column 7 «lines 5-9»]. Therefore, it is the Examiner's interpretation that Barry's client application, or first tier, corresponds to claimed service module and his middle, or second, tier corresponds to the claimed infrastructure [Figure 1 | column 6 «line 59» to column 7 «line 9»]. (Final office action dated October 18, 2005, page 3.)

Barry discloses an integrated data management system for providing data management services from an enterprise over the Internet. A user interface executable in a customer workstation authenticates the customer's access to the system and presents one or more data management services according a customer entitlement, for the customer to select. Client applications representing the data management services re initiated by the user interface in response to customer selection. Consequently, the customer is enabled at the customer site to request and receive the data management services according to the customer's entitlements in a secure Internet-based computing environment.

Barry discloses a middle tier 16 as well as a back end tier 18. The middle tier simplifies the interchange of data across the network. The back end tier includes applications directed to legacy back end services. Barry further discloses a client tier 10 of software services that are resident on a customer workstation. The client tier 10 provides customer access to the enterprise system. The applications are integrated using a back plane services layer 12. There is no

discussion within Barry of applications within the client tier being separately segmented from the other tiers of the system. Nor is there any discussion within Barry of the benefits derived from the separate segmentation of service modules from a remote services infrastructure.

Conner discloses a system where a user contracts with an application service provider for hosting a needed application. By contracting with a service provider, the user may interact with the application by using only a thin client rather than maintaining a thick client. The user rents an application from either the service provider or an independent application provider. If the user procures the application from an application provider, the application provider negotiates hosting terms with the service provider prior to installing the application into the service provider's warehouse.

Shah discloses a service management system which creates, provisions, customizes, and restricts service offerings available on an intelligent network. The service creation environment has a schema query, service screen builder, and logic analyzer that cooperate to create a service screen definition. The service screen definition supports graphical user interfaces that interface with a telephony database.

Barry, Conner and Shah, taken alone or in combination, do not teach or suggest a remote services architecture which includes a remote services infrastructure wherein the infrastructure controls remote service delivery and provides remote services data management, and a service module which interacts with the remote services infrastructure to provide a specific service wherein *the service module is segmented from the remote services infrastructure*, all as required by claim 1. Accordingly, claim 1 is allowable over Barry, Conner and Shah. Claims 2 - 15 depend from claim 1 and are allowable for at least this reason.

Barry Conner and Shah, taken alone or in combination, do not teach or suggest a remote services architecture which includes a remote services infrastructure and a plurality of service modules where the infrastructure controls remote service delivery and providing remote services data management and the plurality of service modules interact with the remote services infrastructure to provide a specific service, the plurality of service modules being segmented from the remote services infrastructure, much less such an architecture where the plurality of service modules include an administration and notification interface module, the administration

and notification interface module allowing a customer and a service provider to control the remote services infrastructure, an installation, registration and change management module, the installation, registration and change management module supporting the remote services infrastructure and any other service modules deployed on top of the infrastructure, and an integration into system management platforms module, the integration into system management platforms module providing an integration point to a systems management platform, all as required by claim 28. Accordingly, claim 28 is allowable over Barry, Conner and Shah.

## CONCLUSION

In view of the amendments and remarks set forth herein, the application is believed to be in condition for allowance and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the examiner is requested to telephone the undersigned.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, PO Box 1450, Alexandria, VA 22313-1450, on January 18, 2006.

Attorney for Applicant(s) — Date of Signature: 1/18/06

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